

MASSACHUSETTS

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2003

Total Number of Fraud and Identity Theft Complaints from Massachusetts Consumers = 9,363



Fraud Complaints from Massachusetts Consumers = 5,729

Top Fraud Complaint Categories for Massachusetts Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	1,684	29%
2	Shop-at-Home/Catalog Sales	960	17%
3	Internet Services and Computer Complaints	709	12%
4	Prizes/Sweepstakes and Lotteries	448	8%
5	Foreign Money Offers	355	6%

¹Percentages are based on the total number of fraud complaints from Massachusetts consumers (5,729).

Amount Paid Reported by Massachusetts Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
5,729	\$4,142,298	4,545	79%	\$911

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Massachusetts consumers (4,545).

Top Massachusetts Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Boston	349
Cambridge	143
Worcester	126
Springfield	105
Quincy	91



IDENTITY THEFT
Data Clearinghouse



Identity Theft Complaints from Massachusetts Victims = 3,634

Identity Theft Types Reported by Massachusetts Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	1,507	41%
2	Phone or Utilities Fraud	811	22%
3	Bank Fraud ²	467	13%
4	Employment-Related Fraud	235	6%
5	Government Documents or Benefits Fraud	228	6%
6	Loan Fraud	179	5%
	Other	665	18%
	Attempted Identity Theft	358	10%

¹Percentages are based on the 3,634 victims reporting from Massachusetts. Percentages add to more than 100 because approximately 19% of victims from Massachusetts reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Massachusetts Identity Theft Victim Locations

Victim City	No. of Victims
Boston	212
Springfield	123
Cambridge	105
Dorchester	92
Worcester	72